



TRICARE
Online



**71st Medical Group
Vance Air Force Base**

Logging on

https:www.tricareonline.com

- This is what you should see once you reach the TRICARE Online web page
- Once here you can log on

- If you haven't registered, you can register under the option "Site registration"

Enterprise wide portal, single point of entry

Address https://www.tricareonline.com/index.html

Google Search Web AutoFill Options

TRICARE Online

Log On Help Appointments Claims Dental Enrollment Pharmacy

Site Registration
My Personal Health Information
Services and Benefits
General Health Info
Kids
Providers and TOL Managers
Government Service Links

Please log on to your personal homepage by entering your username and password below:

Username:

Password:

Log On

If you do not have a username and password, you will need to register.
[Register as Beneficiary Only](#)
[Register now as Other TOL Users.](#)

Caution: Your password is critical to protecting your privacy. If you forget your password, TRICARE Online highly encourages you to go to your Military Treatment Facility to have your password reset. However, if this is not convenient you will need to call Customer Service at 1-800-600-9332 (CONUS) / (210) 767-5250 (Direct)

Secure and safe using Internet Explorer/Netscape

Registering

- **Each member of family must register**
- **Must change password every 90 days**
- **MTF serves as POC for forgotten passwords**

Welcome to TRICARE Online - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address https://www.tricareonline.com/index.html

Google Search Web 3 blocked AutoFill Options

TRICARE Online

Home Log On Help Appointments Claims Dental Enrollment Pharmacy

Site Registration

- Patient Registration Only (Beneficiary)
- Other TOL Users (Providers, Med Support, MCSC, TOL Managers)

My Personal Health Information

Services and Benefits

General Health Info

Kids

Providers and TOL Managers

Government Service Links

Medical Disclaimer and Agreement

TRICARE Online (the "Service") is a World Wide Web-based health information and communication service provided by the Department of Defense and contains information from various content providers such as HealthGate, Inc., WellMed, Inc., Reuters News, and Micromedics, Inc., ("Suppliers"). As used in the TRICARE Online Medical Disclaimer and Agreement ("Agreement"), "We", "Us", or "Our" refers to TRICARE Online. "You" or "User(s)" refers to users of this Service.

Below is the TRICARE Online end-user medical disclaimer and agreement. Here, you will find important information regarding TRICARE Online, the terms of user registration and use of this Service:

The terms and conditions of this medical disclaimer and agreement may change from time to time. Such modifications will take effect immediately upon posting on the web site. You are advised to review this agreement periodically for changes and modifications.

Log on Status

Gold: not logged in

Green: Beneficiary logged on

Blue: Provider or manager logged on

Registering

Welcome to TRICARE Online - Microsoft Internet Explorer

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Site Registration

- Patient Registration Only (Beneficiary)
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My Personal Health Information

- Services and Benefits
- General Health Info
- Kids
- Providers and TOL

This website contains information and resources that are not medical or legal advice to be taken to be the rendering of or the practice of medical, nursing, or professional healthcare advice or services in any jurisdiction.

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT NEITHER WE NOR OUR SUPPLIERS ARE RESPONSIBLE FOR THE RESULTS OF YOUR DECISIONS RESULTING FROM THE USE OF THE SERVICE, INCLUDING, BUT NOT LIMITED TO, YOUR CHOOSING TO SEEK OR NOT TO SEEK PROFESSIONAL MEDICAL CARE, OR YOUR CHOOSING OR NOT CHOOSING A SPECIFIC TREATMENT BASED ON THE INFORMATION PROVIDED BY THIS ONLINE SERVICE. FURTHER, YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT REPRESENTATIVES FROM THE TRICARE MANAGEMENT ACTIVITY (TMA) AND THE DEPARTMENT OF DEFENSE (DOD) MAY CONTACT YOU REGARDING SURVEYS, QUESTIONNAIRES AND POLLS. YOUR PARTICIPATION IN SURVEYS, QUESTIONNAIRES AND POLLS IS VOLUNTARY AND NOT REQUIRED.

I Agree I Disagree

Back to top

microsoft O... Microsoft PowerPoi... Welcome to TRICA... Internet

2:16 PM

• There is a privacy disclaimer that you must read and select the “I agree” button to proceed in the registration process

Registering

• The next step is to answer all the mandatory questions in the personal information menu.

Done

Start

Inbox - Microsoft O... Microsoft PowerPoi... Welcome to TRICA...

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Welcome to TRICARE Online - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address https://www.tricareonline.com/index.html

Google Search Web 3 blocked AutoFill Options

TRICARE Online Registration (Personal Information)

Personal Data - Privacy Act of 1974 (PL 93-579)

All information requested is used in a secure manner in compliance with government regulations.

* Last Name * First Name MI

(Your first name needs to be the same as it is listed in DEERS. If there are differences, your TRICARE Online registration may be delayed. For example, do not enter in a nickname if it is not your legal name.)

* My Personal SSN or Foreign ID
[] - [] - [] SSN FID

* My Sponsor's SSN or Foreign ID
[] - [] - [] SSN FID

* Date of Birth
(Your own) [] [] Year [] (e.g. 1978)

* TRICARE Location
Select your TRICARE Location

West 7/8 North 1

6 South

Registering

• Continue down the page until you are finished and then hit the “submit” button.

The screenshot shows the TRICARE Online registration process. The browser window title is "Welcome to TRICARE Online - Microsoft Internet Explorer". The address bar shows the URL <https://www.tricareonline.com/index.html>. The main content area displays the TRICARE logo and the "TRICARE Online" banner with three family-related images. Below the banner is a navigation menu with links: Home, Log On, Help, Appointments, Claims, Dental, Enrollment, and Pharmacy. A sidebar on the left titled "Site Registration" includes options for "Patient Registration Only (Beneficiary)" and "Other TOL Users (Providers, Med Support, MCSC, TOL Managers)". The "My Personal Health Information" option is highlighted. The main form area contains fields for "Date of Birth" (with dropdown menus for month, day, and year), "Email Address" (which is highlighted in yellow), and "Service Affiliation" (a dropdown menu). A large green arrow points from the "Email Address" field towards the "Submit" button. A note on the right side states: "Note: Locations outside of the Continental United States are listed in the drop down box." At the bottom of the page are links for "Medical Disclaimer | Security Policy | Links Disclaimer".

Registering

Welcome to TRICARE Online - Microsoft Internet Explorer

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 TRICARE Online 

Home Log On Help Appointments Claims Dental Enrollment Pharmacy

Site Registration

- Patient Registration Only (Beneficiary)
- Other TOL Users (Providers, Med Support, MCSC, TOL Managers)
- My Personal Health Information**
- Services and Benefits
- General Health Info

TRICARE Online Registration (Personal Information)

Personal Data - Privacy Act of 1974 (PL 93-579)

Please choose a username and password to log on to TRICARE Online. (NOTE: The username must contain at least eight (8) but not more than twenty (20) characters, and may consist of alpha or numeric characters ONLY. The password must contain at least eight (8) but not more than twenty (20) characters, with at least one numeric character, one capital and lower case letter, and at least one special character.)

Username

Password Confirm Password

Forget Your Password?

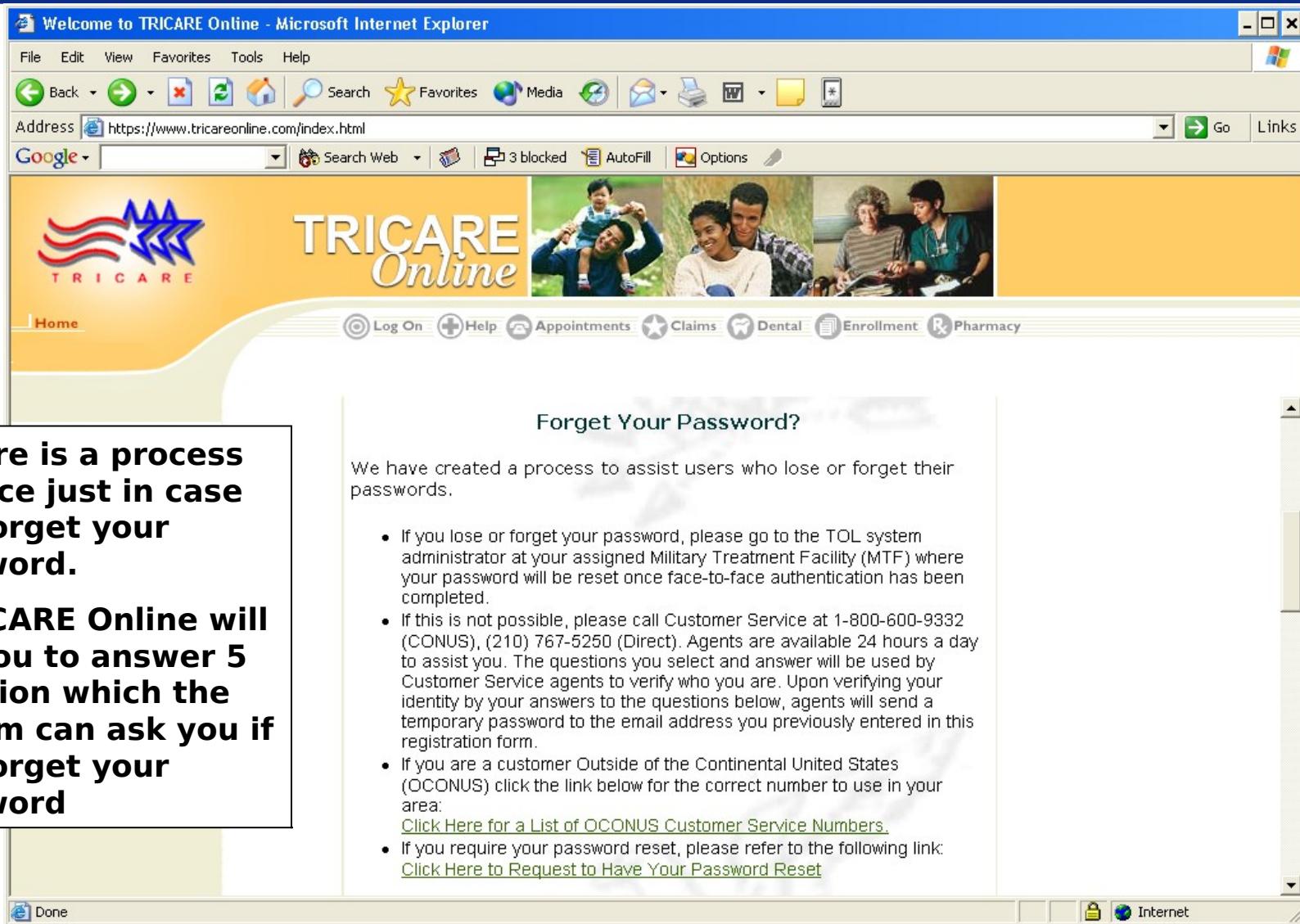
Done Microsoft PowerPoi... Welcome to TRICA... Persona Toolbox - [...] 2:29 PM

• You will then be asked to create a username and a password.

Registering

• **There is a process in place just in case you forget your password.**

• **TRICARE Online will ask you to answer 5 questions which the system can ask you if you forget your password**



Welcome to TRICARE Online - Microsoft Internet Explorer

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TRICARE Online

Home Log On Help Appointments Claims Dental Enrollment Pharmacy

Forget Your Password?

We have created a process to assist users who lose or forget their passwords.

- If you lose or forget your password, please go to the TOL system administrator at your assigned Military Treatment Facility (MTF) where your password will be reset once face-to-face authentication has been completed.
- If this is not possible, please call Customer Service at 1-800-600-9332 (CONUS), (210) 767-5250 (Direct). Agents are available 24 hours a day to assist you. The questions you select and answer will be used by Customer Service agents to verify who you are. Upon verifying your identity by your answers to the questions below, agents will send a temporary password to the email address you previously entered in this registration form.
- If you are a customer Outside of the Continental United States (OCONUS) click the link below for the correct number to use in your area.
[Click Here for a List of OCONUS Customer Service Numbers.](#)
- If you require your password reset, please refer to the following link:
[Click Here to Request to Have Your Password Reset](#)

Done Microsoft PowerPoint Welcome to TRICARE Online Persona Toolbox - [...] Internet 2:29 PM 8

Registering

• Pick 5 questions by putting a check in front of the question and then answer the questions to the right.

Providers and TOL Managers
Government Service Links

Welcome to TRICARE Online - Microsoft Internet Explorer

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Questions:

<input checked="" type="checkbox"/> 1. What is your middle name?	
<input type="checkbox"/> 2. What elementary school did you attend?	
<input type="checkbox"/> 3. What is the name of your pet?	
<input type="checkbox"/> 4. In what city and state do you live?	
<input checked="" type="checkbox"/> 5. What is your street name?	
<input type="checkbox"/> 6. When is your birthday (MM-dd-YYYY)?	
<input type="checkbox"/> 7. What type of car do you have?	
<input type="checkbox"/> 8. On what street did you grow up?	
<input checked="" type="checkbox"/> 9. What is your favorite pet's name?	
<input type="checkbox"/> 10. In what city were you born?	

Microsoft PowerPoint Welcome to TRICARE Online Persona Toolbox - [...]

Internet 2:29 PM

Logging On

• Once you have registered, you can log on. Enter your username and password.

Welcome to TRICARE Online - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Search Favorites Media Mail Print Options

Address https://www.tricareonline.com/index.html

Google Search Web 3 blocked AutoFill Options

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[Register now as Other TOL Users](#).

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Done Internet

Start Microsoft PowerPoint Welcome to TRICARE Online

2:18 PM

- Once you log on, you should be taken to the Vance web page

- You will see the Vance Clinic picture and announcements associated with the Vance Clinic.

The screenshot shows a computer desktop with a browser window open to the TRICARE Online website. The browser toolbar at the top includes icons for Back, Forward, Stop, Refresh, Home, and a search bar with a 'Go' button. Below the toolbar, the TRICARE logo (red and blue stars) and the word 'TRICARE' are visible. The main header features the 'TRICARE Online' logo with a stylized eagle emblem. To the right of the logo is the slogan 'Access is Power'. A map of the United States highlights the 'TRICARE Southwest' region, which covers the states of Texas, New Mexico, and parts of Colorado and Oklahoma. The main content area is titled 'Vance Air Force Base Clinic' and displays a photograph of a modern building complex. Below the photo is the address '527 Gott Road, Enid, OK 73703' and a link to 'Get driving directions to your MTF!'. On the left, a sidebar lists various links: 'My Healthcare Team', 'Services and Benefits', 'General Health Info', 'My Health Journal and Tools', 'Favorites', 'Desktop Tools', and 'Government Service Links'. On the right, a sidebar titled 'Announcements' contains links to 'Update DEERS Online', 'Sensible Weigh Class', 'Blood Pressure Clinic', 'News Articles', 'National Tricare', and 'Military Health System'. The date '08/23/2004' is also present in the sidebar. At the bottom of the page, there is a small graphic of a hand holding a star and the word 'Colonel'.

Done Internet

Click the “Appointments” hotlink button at the top of the page or go to the left-hand navigation bar, click on Services and Benefits, and then select Appointments.

Go

The image shows the TRICARE Online homepage. At the top, there is a navigation bar with links for Log Off, Help, Appointments, Claims, Dental, Enrollment, and Pharmacy. A large green arrow points upwards from the bottom of the page towards the 'Appointments' link. The main content area features the text "Vance Air Force Base Clinic" and a photograph of a building. To the right, there is a sidebar with sections for Announcements, Region, MTF, News Articles, National Tricare, and Military Health System. The Announcements section contains links to "Update DEERS Online" and "Sensible Weigh Class". The MTF section contains links to "Blood Pressure Clinic" and "Get driving directions to your MTF!". The National Tricare and Military Health System sections also contain links. On the far left, there is a vertical navigation bar with links for My Healthcare Team, Services and Benefits, General Health Info, My Health Journal and Tools, Favorites, Desktop Tools, and Government Service Links.

TRICARE Online Access is Power

TRICARE Southwest

Home

Log Off Help Appointments Claims Dental Enrollment Pharmacy

Vance Air Force Base Clinic

08/23/2004

Announcements

Region

[Update DEERS Online](#)

MTF

[Sensible Weigh Class](#)
Tips for healthy eating.

[Blood Pressure Clinic](#)
Have questions about your blood pressure, or just want to know what it is?

News Articles

National Tricare

Military Health System

527 Gott Road
Enid, OK 73703

Get [driving directions](#) to your MTF!

Colonel

Done



Your Healthcare Team:

TRICARE Online



Home

Log Off Help Appointments Claims Dental Enrollment Pharmacy

- ▷ My Healthcare Team
- ▷ Services and Benefits
- ▷ General Health Info
- ▷ My Health Journal and Tools
- ▷ Favorites
- ▷ Desktop Tools
- ▷ Government Service Links

• This is what you should see once you have selected “Appointments.”

• Scroll down to select the appointment type you would like to book.

TRICARE Online now offers this Primary Care Appointing feature.

This feature allows TRICARE Prime beneficiaries enrolled at Medical Treatment Facilities (MTFs) to schedule appointments with their Primary Care Manager (PCM).

However, before making an appointment, you should consider the other options available to fill your healthcare needs. For example, many healthcare questions and needs can be addressed online.



General Health Info

Helpful Links:

- [Adult Health Advisor](#)
- [Adult Behavioral Health Advisor](#)
- [Pediatric Health Advisor](#)



Your Healthcare Team:

TRICARE
Online[Home](#)[Log Off](#) [Help](#) [Appointments](#) [Claims](#) [Dental](#) [Enrollment](#) [Pharmacy](#)

- My Healthcare Team
- Services and Benefits
- General Health Info
- My Health Journal and Tools
- Favorites
- Desktop Tools
- Government Service Links

• Select a visit reason from the drop down select list.

Book an Appointment

TRICARE Prime beneficiaries enrolled at Medical Treatment Facilities can make appointments with their assigned PCM (i.e. physician, physician's assistant, or nurse practitioner) or with another healthcare provider in the same Primary Care Manager Group.

If you need to make an appointment, please select the visit reason that best describes your needs and click the "View Available Appointments" button below. Please remember that you still have the option of booking an appointment via the phone or in person at your MTF.

Visit Reason:

New Problem/Not Urgent

New Problem/Urgent

Follow-up PCM Visit

First Visit with PCM

Annual Eye Exams

Flight Physicals

Pap Smears

Preventive Health Assessment

Routine Physicals

School Physicals

Well Baby Exams

[View Available Appointments](#)

Please be patient to 60 seconds

nments for you. This may take up



Your Healthcare Team:

TRICARE
Online



Home

Log Off Help Appointments Claims Dental Enrollment Pharmacy

- My Healthcare Team
- Services and Benefits
- General Health Info
- My Health Journal and Tools
- Favorites
- Desktop Tools
- Government Service Links

Once you have selected a visit reason select “View Available Appointments”

Book an Appointment

TRICARE Prime beneficiaries enrolled at Medical Treatment Facilities can make appointments with their assigned PCM (i.e. physician, physician's assistant, or nurse practitioner) or with another healthcare provider in the same Primary Care Manager Group.

If you need to make an appointment, please select the visit reason that best describes your needs and click the "View Available Appointments" button below. Please remember that you still have the option of booking an appointment via the phone or in person at your MTF.

Visit Reason:



Please be patient while I find available appointments for you. This may take up to 60 seconds.



Your Healthcare Team:

TRICARE
OnlineTRICARE online.com
Access is Power[Home](#)[Log Off](#) [Help](#) [Appointments](#) [Claims](#) [Dental](#) [Enrollment](#) [Pharmacy](#)

Please be patient while the system looks for the list of available appointments...

After you have selected a reason for making an appointment and clicked “View Available Appointments” button, the system will take approximately 10-60 seconds to bring up your PCM’s schedule of available web-enabled appointments.

Content Frame



Your Healthcare Team:

TRICARE Online

[Home](#)
[Log Off](#) [Help](#) [Appointments](#) [Claims](#) [Dental](#) [Enrollment](#) [Pharmacy](#)

- ▷ My Healthcare Team
- ▷ Services and Benefits
- ▷ General Health Info
- ▷ My Health Journal and Tools
- ▷ Favorites
- ▷ Desktop Tools
- ▷ Government Service Links

• A calendar with appointment times will appear if your Primary Care Provider has available appointments

Pick an Appointment

Show in the calendar below are the available appointment slots with VAZQUEZ,ANTONIO, at PEDIATRICS.

[Having trouble getting an Appointment?](#)

The dates marked with an asterisk (*) fall within [Access to Care Standards](#).

Please click on the time that you are interested in booking.

All times are in Central Daylight Time.

If none of the appointments listed here meet your needs, please check these:

- [Appointments with other providers at PEDIATRICS.](#)

August 2004

SUN	MON	TUE	WED	THU	FRI	SAT
	23 *	24 *	25 *	26 *	27 *	28 *
		07:45	07:30	07:30 07:45	07:30 07:45	
		09:00	07:45	09:00 09:15	08:00 08:15	
		09:15	11:30	09:30 09:45	11:00 11:15	
		11:45				



Your Healthcare Team:



TRICARE Online

[Home](#)
[Log Off](#) [Help](#) [Appointments](#) [Claims](#) [Dental](#) [Enrollment](#) [Pharmacy](#)

Choose the appointment date and time that meets your needs. The appointments within the green shaded area are appointments within TRICARE Access Standards.

The dates marked with an asterisk (*) fall within [Access to Care Standards](#).

Please click on the time that you are interested in booking.

All times are in Central Daylight Time.

If none of the appointments listed here meet your needs, please check these:

- [Appointments with other providers at PEDIATRICS.](#)

August 2004						
SUN	MON	TUE	WED	THU	FRI	SAT
	23 *	24 *	25 *	26 *	27 *	28 *
		07:45 09:00 09:15 11:45	07:30 07:45 09:00 11:30	07:30 07:45 09:00 09:15	07:30 07:45 08:00 08:15	
	29 *	30 *				
		07:30 07:45 09:00 09:15 09:30 09:45 14:00 14:15		VAZQUEZ, ANTONIO PEDIATRICS	00 11:15	

Only appointments within access-to-care standards are displayed.

The system will display the date, time and the name of the physician for the appointment you selected. Please enter the reason for your appointment in 30 characters or less (please be as descriptive as possible) and click the "I'll Take It" button.

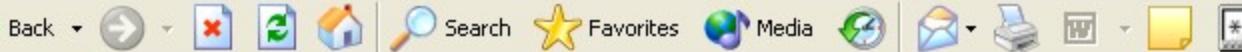
The image shows the TRICARE Online website interface. At the top, there is a navigation bar with links for Log Off, Help, Appointments, Claims, Dental, Enrollment, and Pharmacy. A green arrow points from the left towards the input field where 'Cough, cold' is typed. Another green arrow points from the left towards the 'I'll Take It' button. The main content area displays the following text:

You have selected the following appointment:
Date: 8/26/04 07:30 AM [CDT]
Health Care Provider: VAZQUEZ,ANTONIO
Location: PEDIATRICS
MTF: Vance AFB (71st Medical Squadron)

If you would like to schedule this appointment now, please enter a brief description of the medical reason for the appointment below, and press 'I'll Take It'.
Example: I need my cast removed.
 I'll Take It

Please be patient while I book that appointment for you. This may take up to 60 seconds.

At the bottom, there are links for Medical Disclaimer, Security Policy, and Links Disclaimer. On the far right, there are icons for Go, L, and Internet.



ress https://www.tricareonline.com/tco_sec/xdefault2.jsp

Go

oogle

Your Healthcare Team:



TRICARE Online



Home

Log Off Help Appointments Claims Dental Enrollment Pharmacy

My Healthcare Team
Services and Benefits
General Health Info
My Health Journal and Tools
Favorites
Desktop Tools
Government Service Links



Please be patient while the system books that appointment...

After clicking the “I’ll Take It” button, the system will take approximately 10-60 seconds to book your appointment in CHCS.

Content Frame

one

Internet

[Home](#)[Search](#)

- ▷ My Web Page
- ▷ Services and Benefits
- ▷ General Health Info
- ▷ My Health Journal and Tools
- ▷ My Healthcare Team
- ▷ Favorites
- ▷ Desktop Tools
- ▷ Government Service Links

This page serves as your appointment confirmation. This is the only way to verify that your appointment was successfully booked. You may want to print this page as your confirmation page. Complete the survey below, and click "Submit".

Your appointment was successfully booked!

Please print out this page for your records. No reminder will be sent.

Date: 10/2/01 1:00 PM

Health Care Provider: RAFEY,ERNEST G

Location: FAM PRACTICE RA

Comment: BPAPS;18-99;WEA

Were you satisfied with our service?

Please rate the usability of the Appointments feature on a scale of 1 to 10.

1 being difficult to use, and 10 very easy and enjoyable:

Please let us know how satisfied you are with our Online Appt Service:

Totally satisfied. I easily found and booked an appointment that meets my needs.

